



FAQ – Cremation fee Billing

Q. When does the new billing system go into effect?

A. January 1, 2006 STARTING with cases beginning with the number **"06-"**

Q. Why are we changing from a pay as you go to a billing system?

A. Cremation is a very popular disposition. In 1991 there were about 4,400 in the State on just under 28,000 deaths. In 2005, we expect to top 11,000 cremations on around 29,000 deceased individuals. It is expected that these numbers will continue to increase for the foreseeable future.

Q. Can my firm continue to give an Assistant Medical Examiner or Investigator a check upon complete of the cremation investigation?

A. No. We are required to follow state law and protocols for handling and accounting for incoming funds. Not only is this a complicated and time consuming task but the recommendation Auditor of Public Accounts leave us very limited options.

Q. When will/how will my firm receive an invoice?

A. We estimate that you will receive an invoice for the previous month's activity, *in the mail*, around the 10th of the month (e.g., for January, ~February 10th).

Q. What if my firm has not been billed for a cremation?

A. The billing cycle is based on the date reported to the Office of the Chief Medical Examiner which may not exactly coincide with the date of death. In these situations, the case(s) will appear on the next billing. In other situations please contact the office as below.

Q. Who do I contact if I have a problem?

A. Call us at 860-679-3980 locally or 1-800-842-8820 toll-free in Connecticut.